AMENDMENTS TO THE SPECIFICATION:

Please add the following at page 1, after the title and before line 1:

BACKGROUND

1. Technical Field

Please add the following at page 1, at line 8:

2. Related Art

Page 1, delete line 9 as follows:

~~Background to the Invention~~

Please amend the paragraph at page 3, beginning at line 31:

Textual Search - Here the agent types in a search query to look up the relevant information, in a similar manner to performing a keyword search on an internet search engine ~~such as www.google.co.uk~~. The ~~Disadvantages~~disadvantages are that the time taken by the agent to type in the query can be significant, and the time taken to perform the database search can be significant.

Page 4, delete line 12 as follows:

~~Prior Art~~

Please amend the paragraph at page 5, beginning at line 11 as follows:

Whilst the above description relates to the exemplary proprietary KMS developed by BT, other similar KMSs are also known. In particular, an example KMS exhibiting similar functions and maintained by easyCar (UK) Ltd. was publicly available via the Internet ~~at http://easycar.custhelp.com/cgi-bin/easyrentacar.cfg/php/enduser/std_alp.php~~ before the priority date.

Please amend the paragraph at page 6, beginning at line 15 as follows:

However, systems are known in the art which listen to conversations and push relevant information to users in dependence on keywords within the conversation. An example of such a system is described in Jebara et al., "Tracking Conversational Context for machine Mediation of Human Discourse", published on the Internet ~~at~~ ~~http://www1.cs.columbia.edu/~jebara/papers/conversation.pdf~~ prior to the priority date of the present invention. Within this system a commercial grade speech ~~recogniser~~recognizer is used to listen to a conversation between two or more people, and to spot keywords within the conversation which relate to the topic of the conversation, so as to identify the conversational context. The keywords are then used by a computer to suggest further topics of conversation for the two people, and these topics are subsequently displayed to the people on a screen.

Please amend the title and paragraph at page 7, beginning at line 1:

~~Summary of the Iinvention~~SUMMARY

To overcome the problems with existing UI techniques as outlined above ~~the present invention presents,~~ a new agent efficiency mechanism ~~which utilizes~~ utilizes voice recognition of the conversation between a caller and an agent to suggest information shortcuts to the agent. The information shortcuts (or, if appropriate, the information itself) may then be displayed to the agent. Preferably the information or the shortcuts thereto are continually adapted to the context of the voice conversation between caller and agent. Additionally, the ~~invention~~exemplary embodiment also provides measures to overcome the problems of having to provide an individual speech ~~recogniser~~recognizer application for every agent station, y selectively employing the speech ~~recogniser~~recognizer application only at certain items of the call. By such

selective employment a single speech ~~recogniser~~recognizer application may be effectively shared between two or more agent stations in a call ~~centre~~center, thereby improving the technological and economic efficiency of the ~~centre~~center,

Please amend the title at page 10, line 5:

~~Brief Description of the Drawings~~BRIEF DESCRIPTION OF THE DRAWINGS

Please amend the title at page 10, line 33:

~~Description of the Embodiments~~DETAILED DESCRIPTION OF EXEMPLARY EMBODIMENTS

Please amend the title at page 31, before claim 1:

~~CLAIMS~~**WHAT IS CLAIMED IS:**